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Aviv 69127 (IL). **WEISS, Nir** [IL/IL]; 4 Aba Ahimeir St.,
Tel Aviv 69126 (IL).

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(72) **Inventor: ROTCHKE, Ronnie** (deceased).

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(74) **Common Representative: FRIEDMAN, Mark, M.**; Discovery Dispatch, 9003 Florin Way, Upper Marlboro, MD 20772 (US).

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(71) Applicant (*for TJ only*): **FRIEDMAN, Mark, M.** [US/IL]; 1 Alharizi Street, Raanana 43406 (IL).

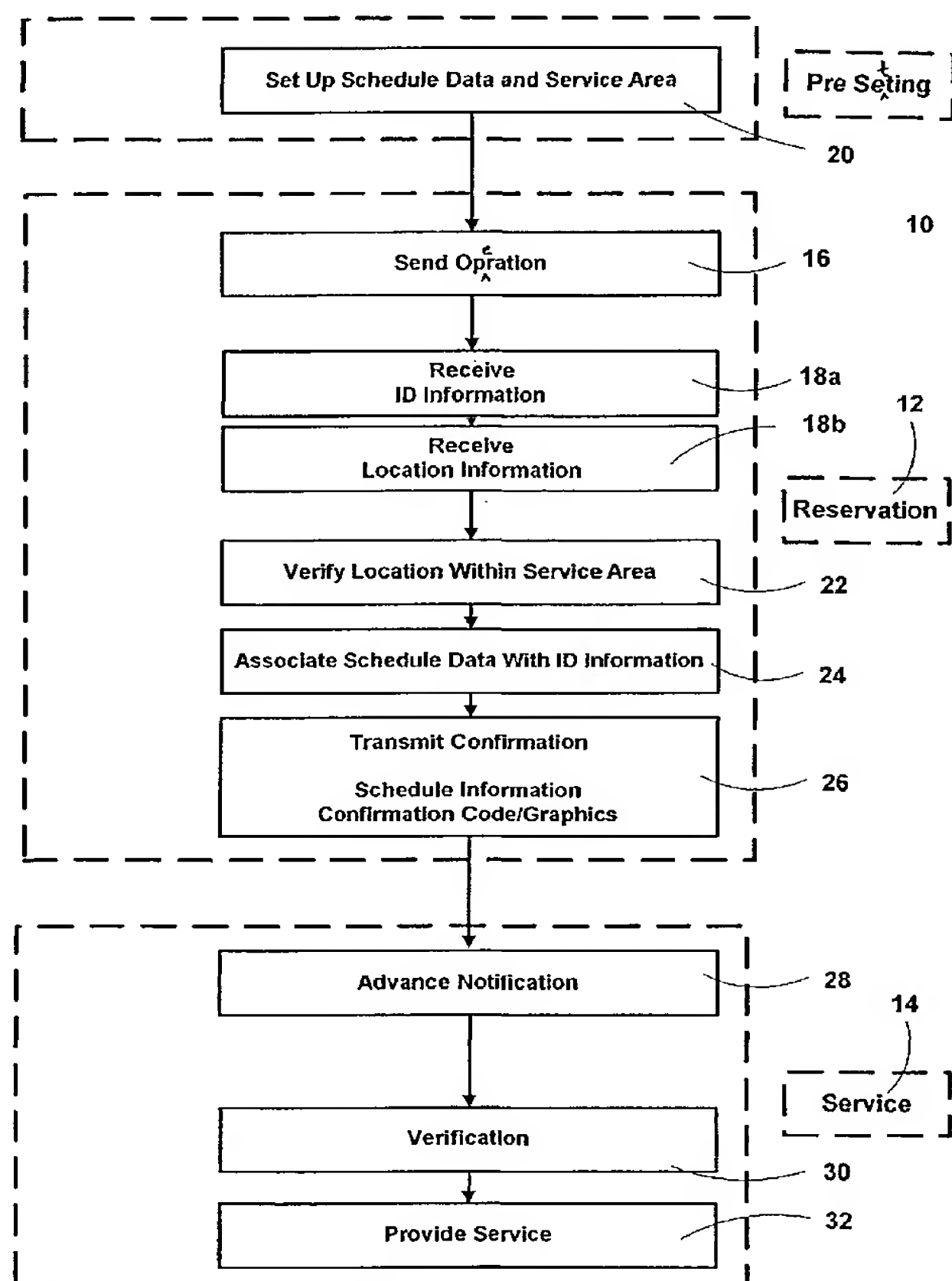
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(71) Applicants and

(72) **Inventors: WEINER, Avish** [IL/IL]; 12 Boyer St., Tel

[Continued on next page]

(54) Title: METHOD FOR MANAGING WAITING LINE



(57) **Abstract:** A method for registering customers in a waiting line in order to receive a service includes maintaining a database of registration records each containing identification information and corresponding line management information relating to scheduling for providing the service to a customer. A request for registration in the waiting line is then received for an additional customer. The request is sent from a non-dedicated mobile communications unit via a wireless communications network, and is associated with corresponding identification information. The additional customer is registered in the waiting line by associating with the corresponding identification information at least one item of corresponding line management information relating to scheduling for providing the services to the additional customer, the corresponding identification information and the corresponding line management information being represented by an additional registration record added to the database. A confirmation message is then transmitted to the non-dedicated mobile communications unit via the wireless communication network (1).

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European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE, TR), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

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INTERNATIONAL SEARCH REPORT

International application No.

PCT/US01/44184

A. CLASSIFICATION OF SUBJECT MATTER

IPC(7) : G06F 17/60

US CL : 705/1, 8, 9

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

U.S. : 705/1, 8, 9

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

Please See Continuation Sheet

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	US 5,502,806 A (MAHONEY et al) 26 March 1996 (26.03.1996), see entire document.	1-55
Y	US 5,987,421 A (CHUANG) 16 November 1999 (16.02.1999), see entire document.	1-55
Y	US 6,173,209 B1 (LAVAL et al) 09 January 2001 (09.01.2001), see entire document.	1-55
Y,E	US 6,363,351 B1 (MORO) 26 March 2002 (26.03.2002), see entire document.	1-55
Y,P	US 2001/0014866 A1 (CONMY et al) 16 August 2001 (16.08.2001), see abstract.	1



Further documents are listed in the continuation of Box C.



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document member of the same patent family

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Box PCT
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Facsimile No. (703)305-3230

Authorized officer

Emanuel T Voeltz

Telephone No. 703-305-3900

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C. (Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y,P	US 2001/0039514 A1 (BARENBAUM et al.) 08 November 2001(08.11.2001), see entire document.	1-55

INTERNATIONAL SEARCH REPORT

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Continuation of B. FIELDS SEARCHED Item 3:
USPAT

"Waiting Line Management", "Queuing Arrangement", "Reservation Allotment", "Scheduling."